

T Mobile

**SCAM AND ROBOCALL
REPORT**

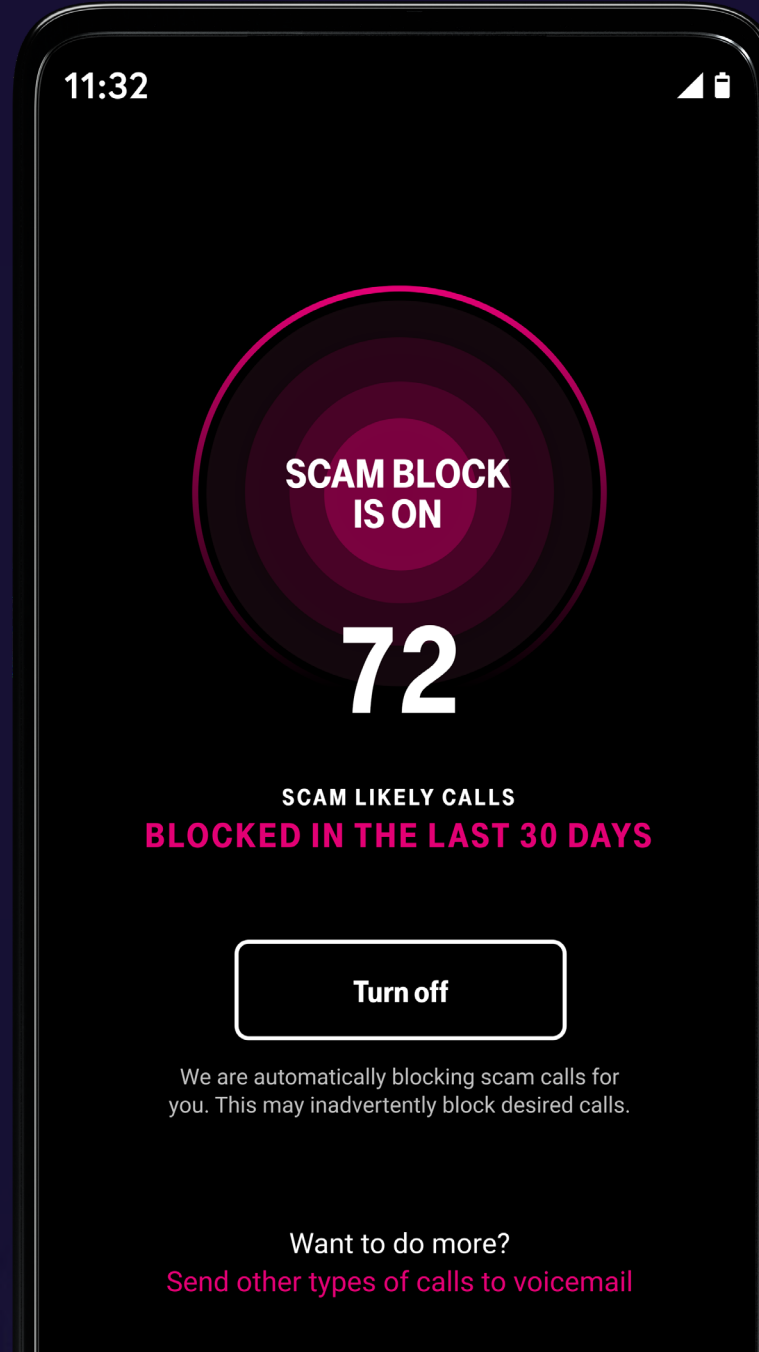
2022

The Un-carrier keeps customers protected.

“At a time when scammers continue to get more creative and aggressive in their attempts, T-Mobile’s Scam Shield and advanced network protect our customers, identifying an average of 3.5B calls each month. With scammers quickly evolving their tactics, we have to be just as fast at adapting our scam identification technology to fight back and keep customers protected.”

NEVILLE RAY

President of Technology
T-Mobile US, Inc.

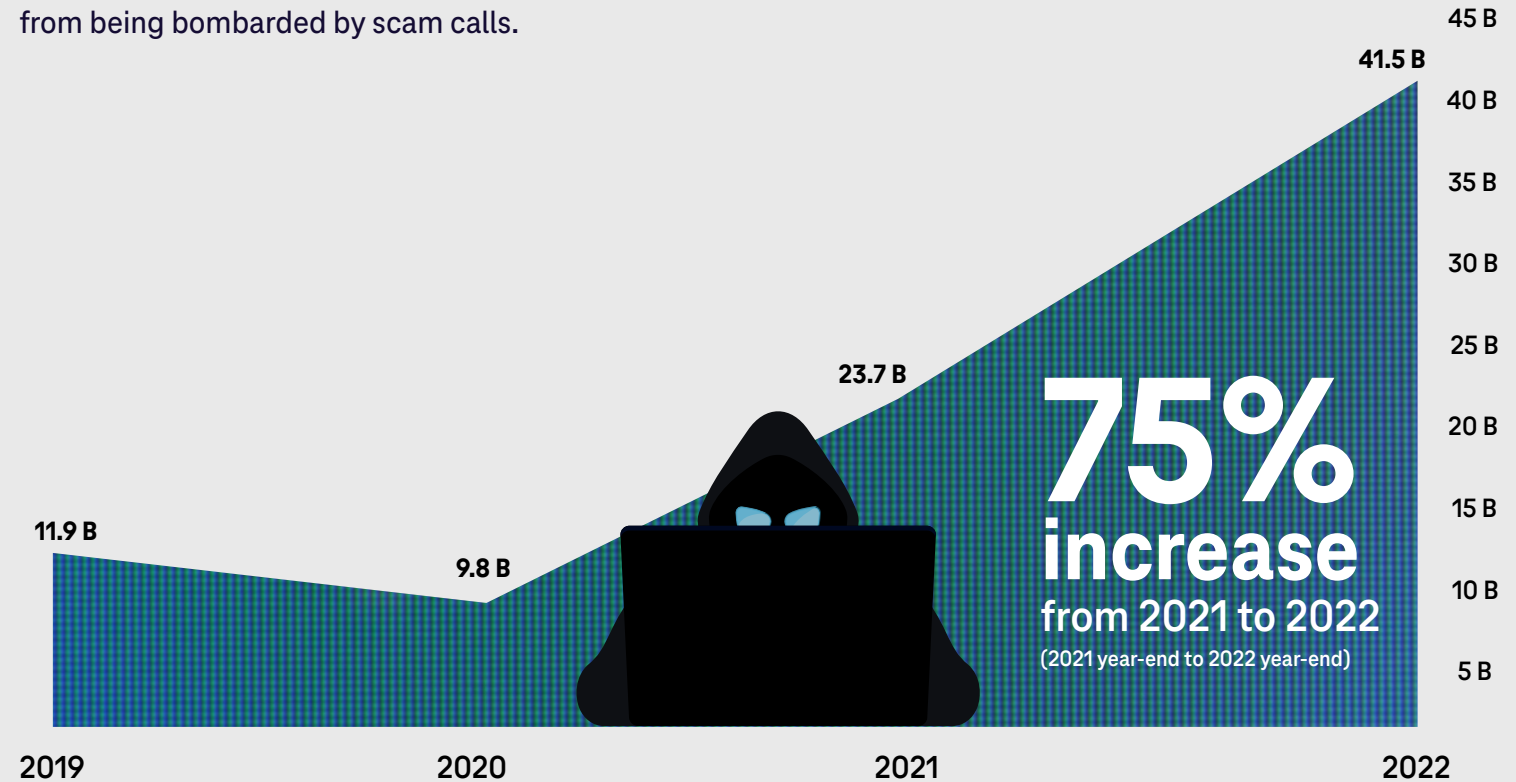


Scammer Behavior

Scammers are continuously upping their game to find new tactics and targets, with total robocall attempts up 75% from 2021 to 2022. Scam call volume reached an all-time high in January 2022 due to a surge of caller retries resulting from the introduction of a new [return code \(608\)](#) mandated by the Federal Communications Commission. Then, scam call volume declined steadily each month throughout the year, with occasional spikes during seasonal scam surges. Several factors contributed to this decline, including ongoing improvements to scam protection technology like T-Mobile's Scam Shield, agility by mobile operators to implement new prevention tactics and regulator intervention.

Scam Call Attempts Reached Record Highs

Scam block technology is vital in protecting consumers from being bombarded by scam calls.



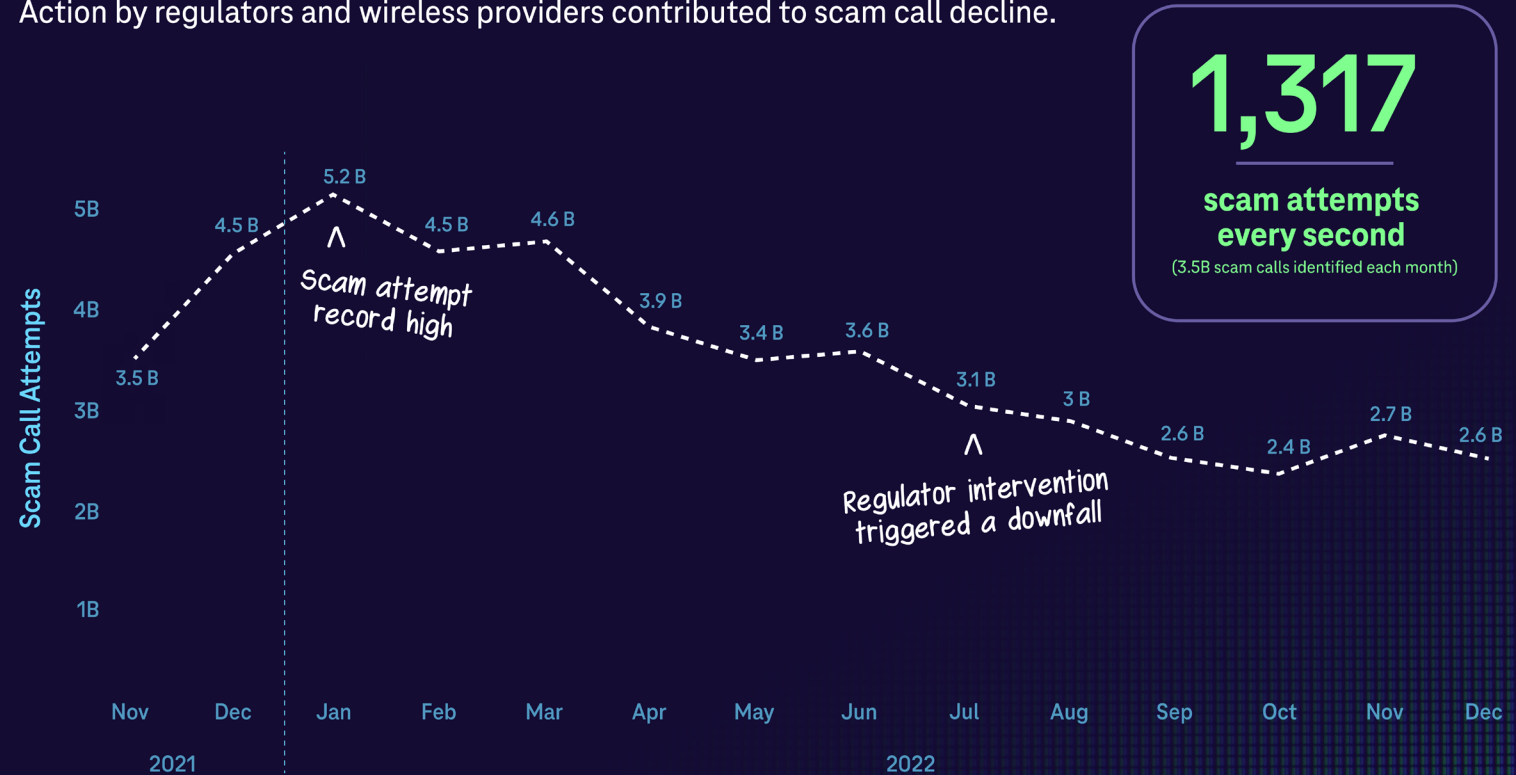
Source: T-Mobile Network Data.

Scammer Behavior

Scam Shield is leading the way in keeping wireless customers safe from scams. In June, Verizon said they blocked 5B robocalls in the first half of the year. In that same period, T-Mobile's Scam Shield blocked an impressive 25B.

Despite Reaching Record Highs, Scam Calls Decreased Throughout the Year

Action by regulators and wireless providers contributed to scam call decline.



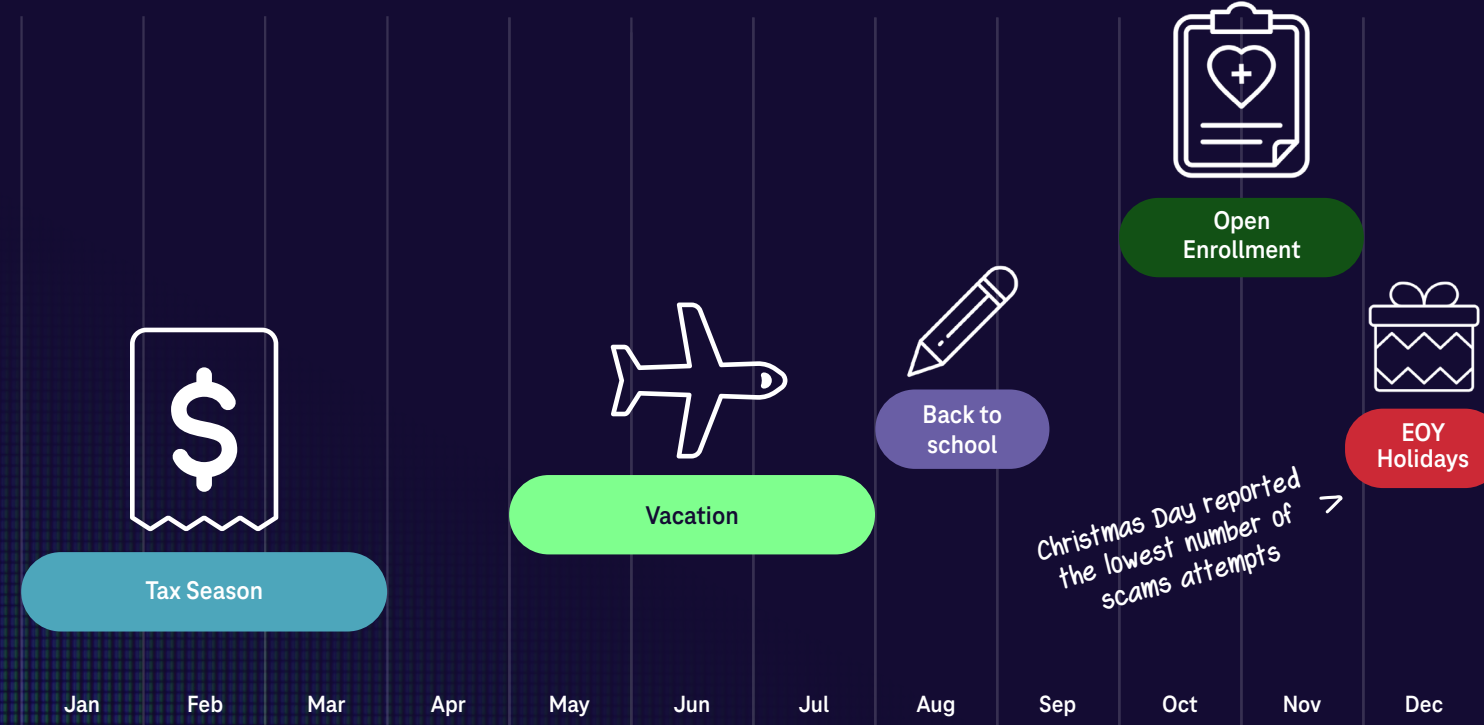
Scam Shield de T Mobile identificó o bloqueó más de 1,300 llamadas por segundo en 2022. Fuente: red de datos de T Mobile.

Common Scam Tactics

Scammers followed similar patterns from years past, targeting consumers more heavily on weekdays vs. weekends and heavily ramping up activity during the two weeks before Christmas ([hello package delivery scams!](#)). But even scammers need a break, accounting for why major holidays like Christmas, New Year's Eve, Easter, and 4th of July saw the lowest scam traffic dropping anywhere from 80–90%.

Scammers Change Tactics Through the Seasons

Different scams peak throughout the year, changing monthly whether it's tax, back to school, or open enrollment season.



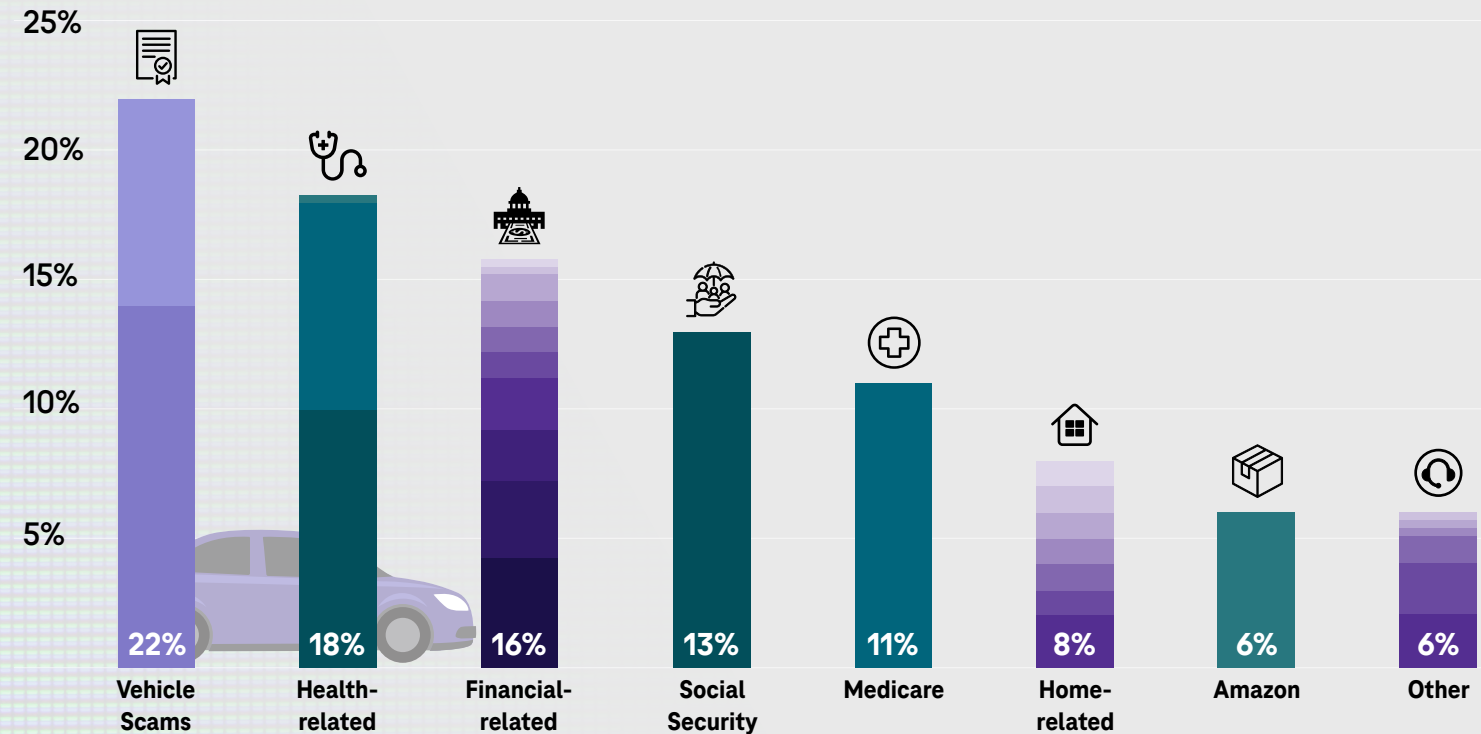
Source: T-Mobile Network Data.

Common Scam Tactics

Vehicle warranty scams dominated the first half of the year, with T-Mobile's Scam Shield blocking nearly double the amount of scam and robocalls in the front half of the year—averaging 4.2B blocked calls/month—compared to the back half—which averaged 2.7B blocked calls/month.

Leading Types of Scams

These categories contributed to the most common scams.



Source: T-Mobile Network Data.

In 2022, scammers continued to get creative in their approach, often switching tactics and targets seasonally. Source: T-Mobile Network Data.

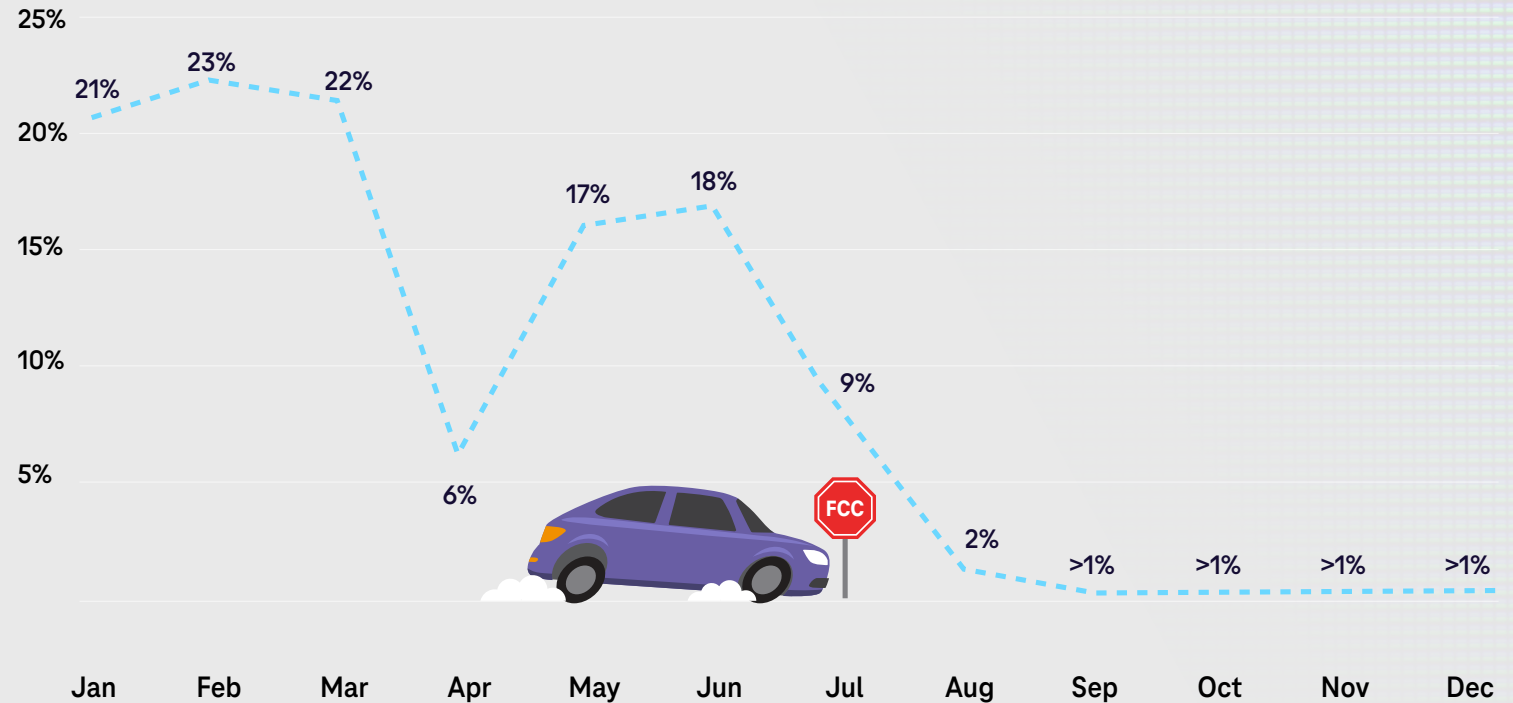
Common Scam Tactics

In July, an unprecedented [FCC cease and desist](#) identified eight wireless providers—not T-Mobile—in violation of carrying these calls, which effectively brought vehicle warranty scams to a halt.

Scammers never stay away for long, so as vehicle warranty scams went into hibernation, health and insurance-related scams quickly rose up to take their place. To maximize their profits, these bad actors adapted their tactics to target key moments throughout the year. Back to school? That's prime time for student loan fraudsters and Amazon scams. Tax season? IRS-related scams reigned supreme.

Vehicle Warranty Scams Brought to a Halt

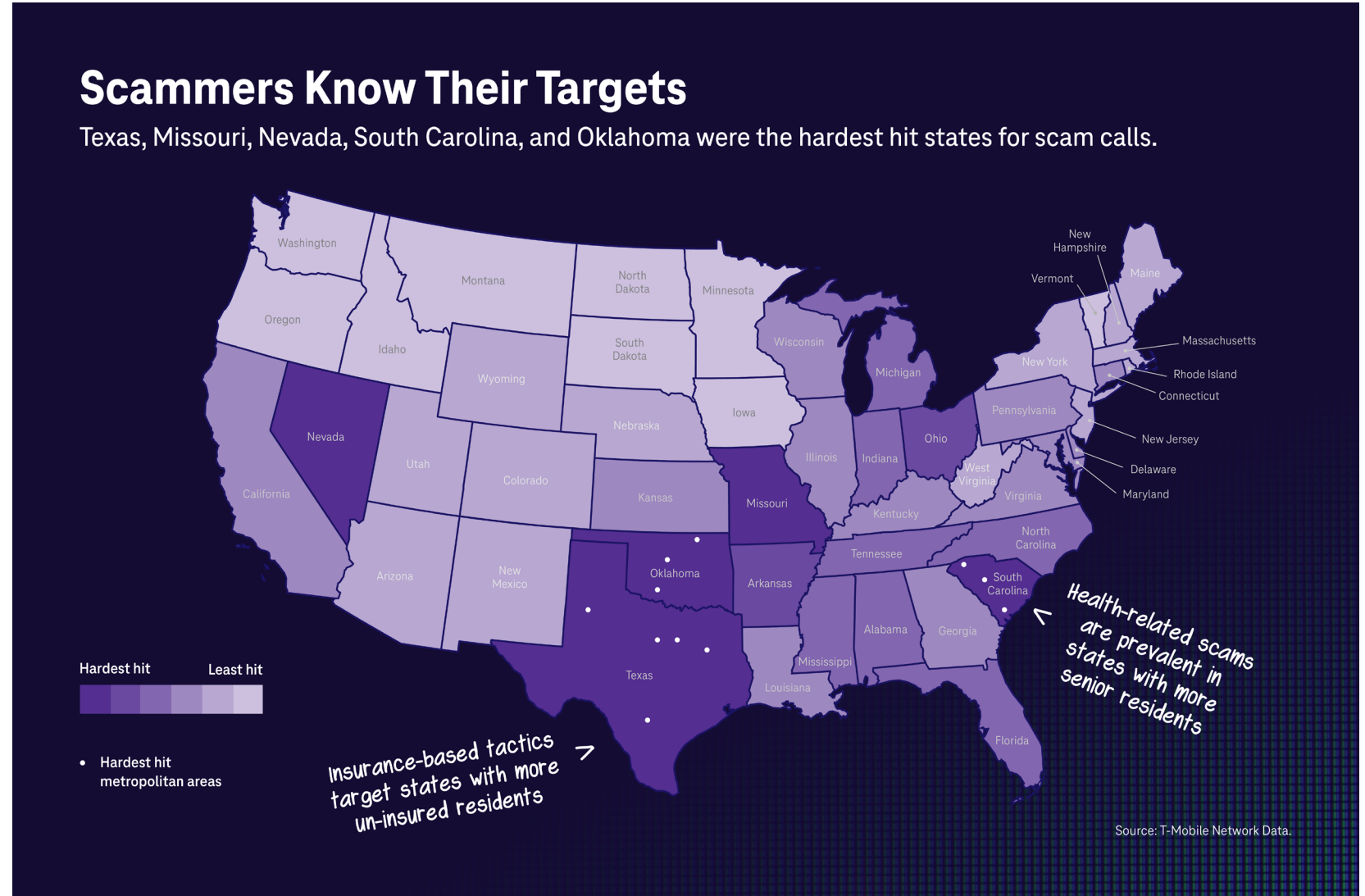
Most common scam sees dramatic decline.



Source: T-Mobile Network Data.

Target Regions/ Demographics

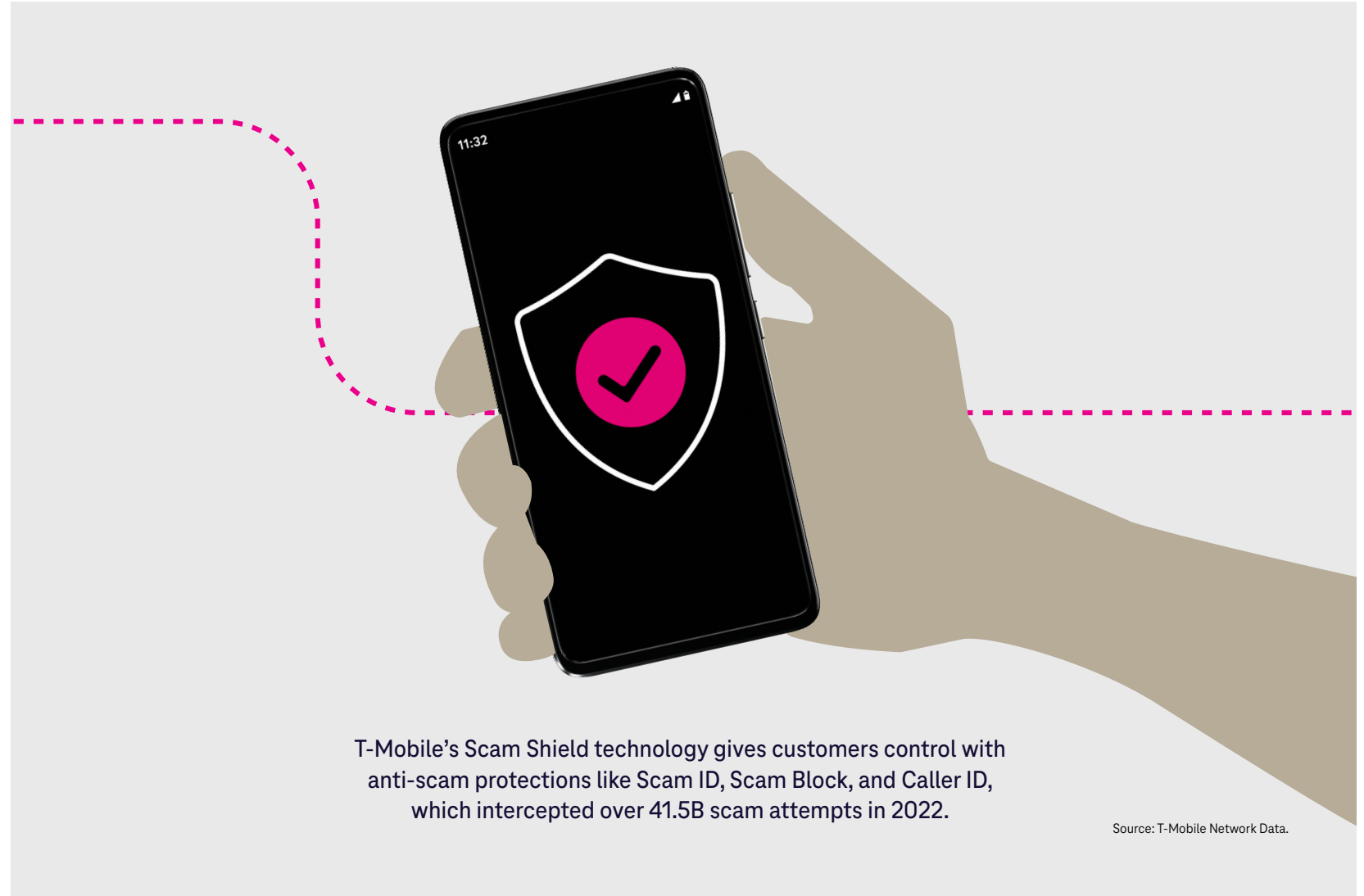
Scammers hit some states harder than others, with Texas, Missouri, Nevada, South Carolina, and Oklahoma seeing the brunt of it, with victims often targeted by demographic and region. Texas received the highest volume of scam calls with insurance-related tactics targeting the uninsured and other unsuspecting victims. States with high senior populations like South Carolina are also key targets—imposters often [mask as senior's aid staffers going after Medicare](#) and other health-related scams.



Hardest hit areas: Texas - San Antonio, Dallas, Tyler, Lubbock, and Fort Worth; Oklahoma - Oklahoma City, Tulsa, and Lawton; South Carolina - Greenville, Columbia, and Charleston

Protect Yourself and Your Family

Built into the core of the network and free for all customers, T-Mobile's leading patented Scam Shield technology provides the most powerful defense against scams. It updates protections every **six minutes** and identifies scam calls before they even reach a customer's phone.



T-Mobile's Scam Shield technology gives customers control with anti-scam protections like Scam ID, Scam Block, and Caller ID, which intercepted over 41.5B scam attempts in 2022.

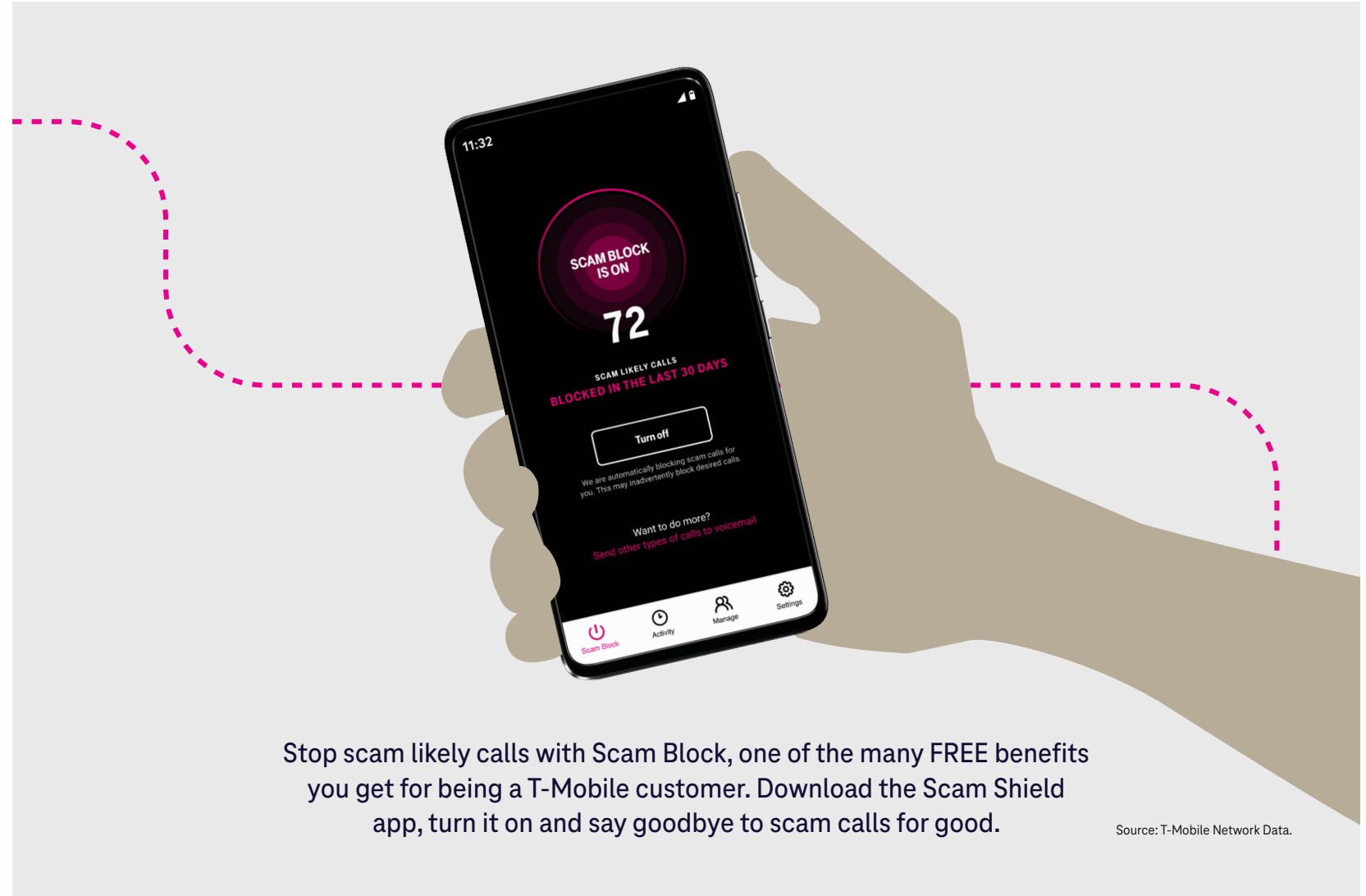
Source: T-Mobile Network Data.

Protect Yourself and Your Family

When a threat is detected, customers either receive a “Scam Likely” warning or no disturbance at all by turning on Scam Block in the Scam Shield app or by dialing #662#.



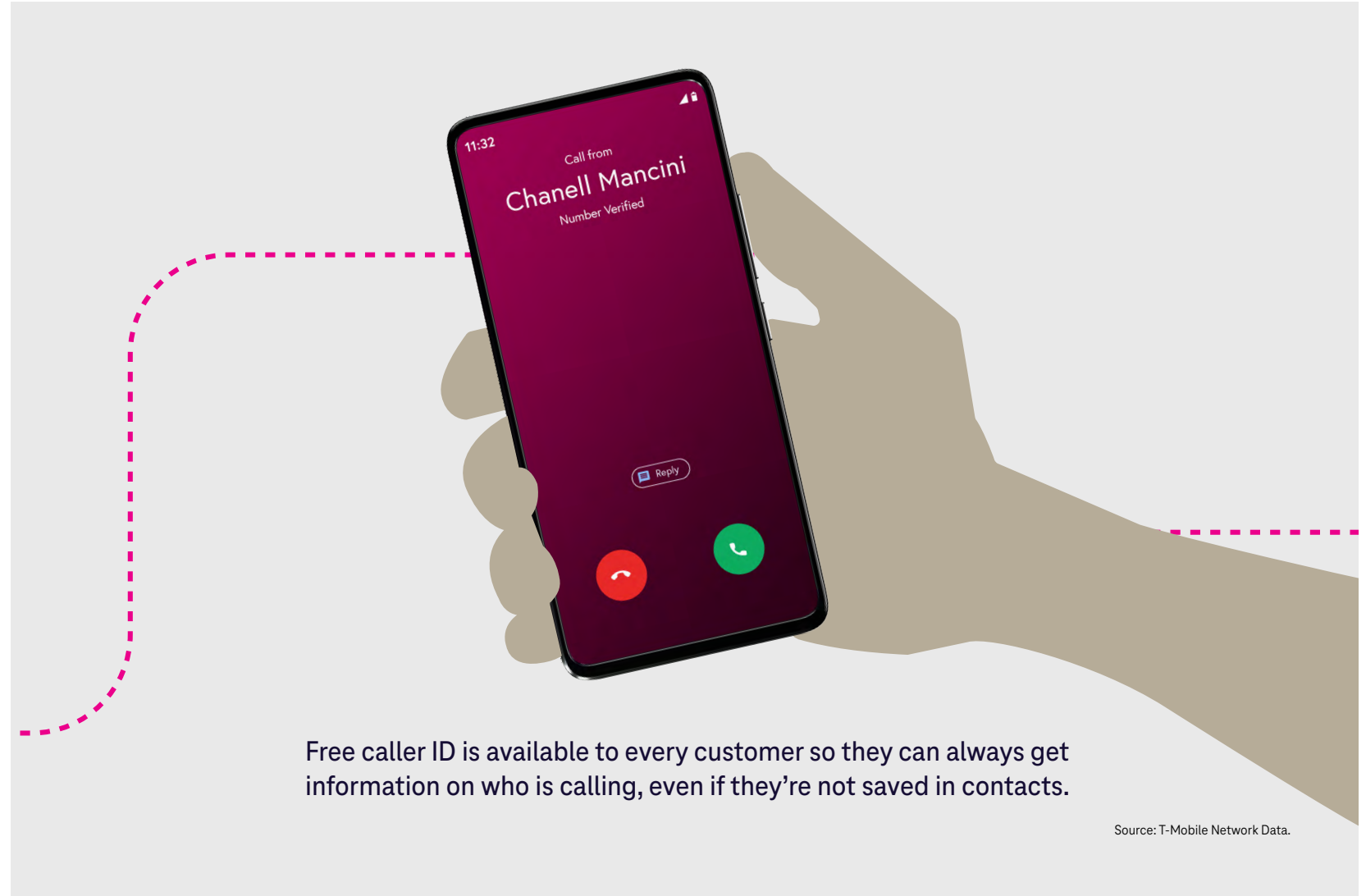
Protect Yourself and Your Family



Stop scam likely calls with Scam Block, one of the many FREE benefits you get for being a T-Mobile customer. Download the Scam Shield app, turn it on and say goodbye to scam calls for good.

Source: T-Mobile Network Data.

Protect Yourself and Your Family

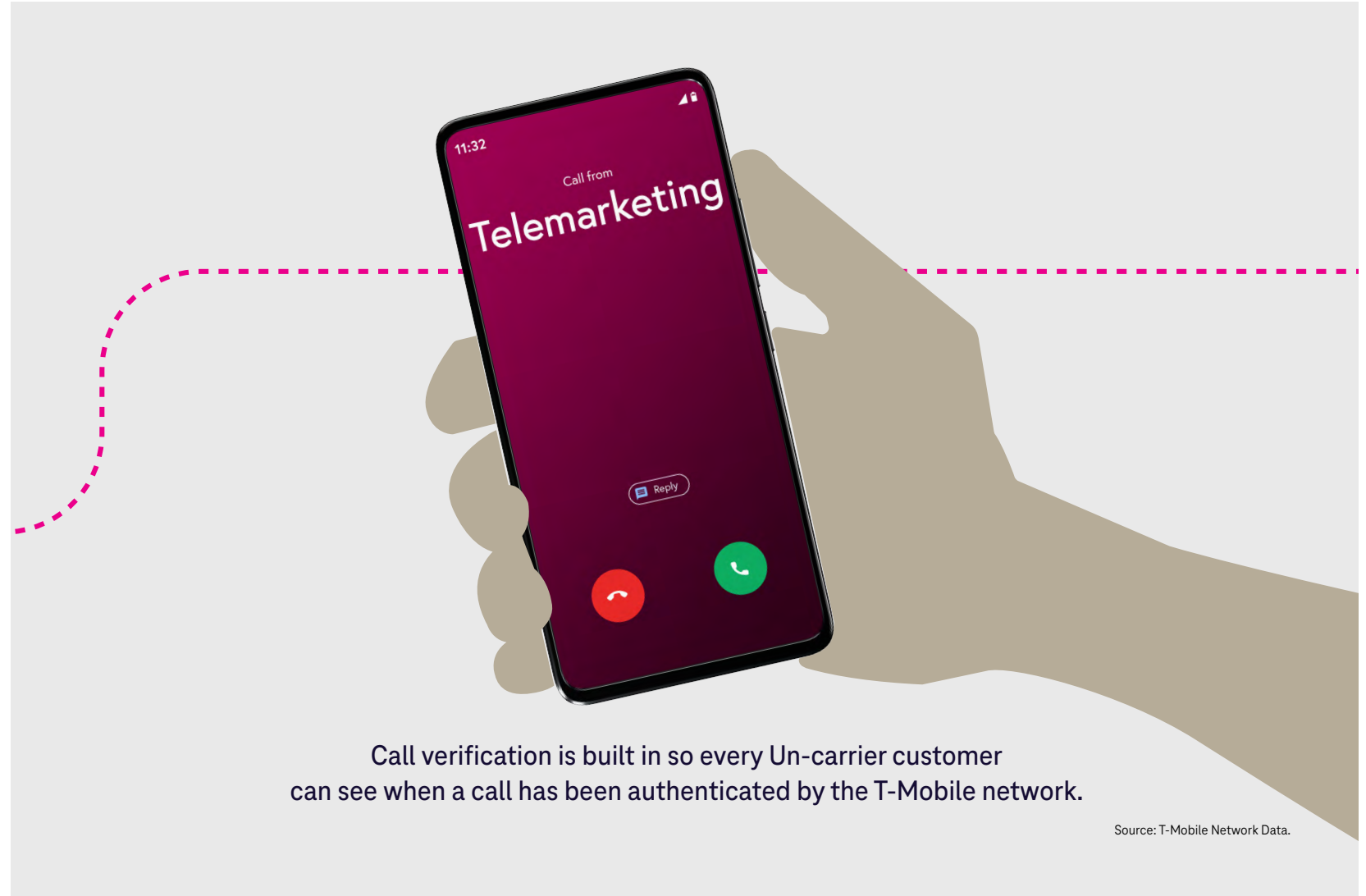


Free caller ID is available to every customer so they can always get information on who is calling, even if they're not saved in contacts.

Source: T-Mobile Network Data.

Protect Yourself and Your Family

The industry continues to see a rise in robotexts as a way to deceive unsuspecting victims. As scammers adapt and use new methods, T-Mobile continues to adapt as well, increasing investment in network level robotext protection.



Call verification is built in so every Un-carrier customer can see when a call has been authenticated by the T-Mobile network.

Source: T-Mobile Network Data.

T-Mobile's powerful suite of protections identified and blocked over 41.5B fraudulent calls in 2022. Source: T-Mobile Network Data.

Protect Yourself and Your Family

T-Mobile and Metro by T-Mobile customers can download the Scam Shield app on the App Store or Google Play and have a dashboard at their fingertips for all Scam Shield anti-scam tools.

Tips to protect yourself and your loved ones from scams



Don't answer calls from unknown numbers. And if you do, hang up immediately.



If it sounds too good to be true, it's probably a scam. Calls that demand immediate payment are suspect.



Download the Scam Shield app to activate free Caller ID and Scam Block.



Use Scam Shield to block individual numbers as well as categories, like telemarketing or political calls. Plus, look up any phone number that seems suspect.



Use the Scam Shield app to report suspicious calls and report text messages by forwarding to 7726.

For more information on Scam Shield, check out <https://www.t-mobile.com/news/admin/customers/scam-shield>.

Follow T-Mobile's Official Twitter Newsroom [@TMobileNews](https://twitter.com/TMobileNews) to stay up to date with the latest company news.

Report data is determined by extrapolating from T-Mobile network and partners covering January 1, 2022 – December 31, 2022.

T Mobile

